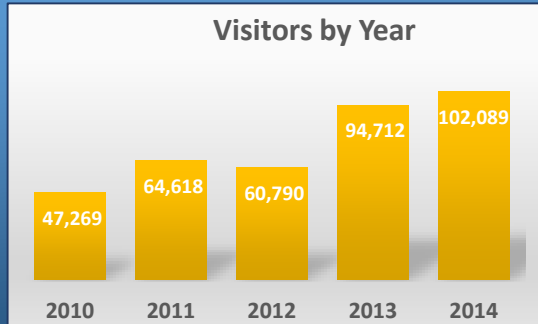


5 Years of Norfolk AIR

On January 17, 2010 Norfolk Address Information Resource (AIR) was released to the public. The following analysis reviews the usage, user location, technology used, and the data supporting the application.

Visitors: 369,478

This is number of unique visitors to the site.



Visits: 1,063,262

This is number of times the site was used and commonly referred to as "hits" or "sessions".



International Visits: 13,528

The top 10 number of visits from outside the United States.

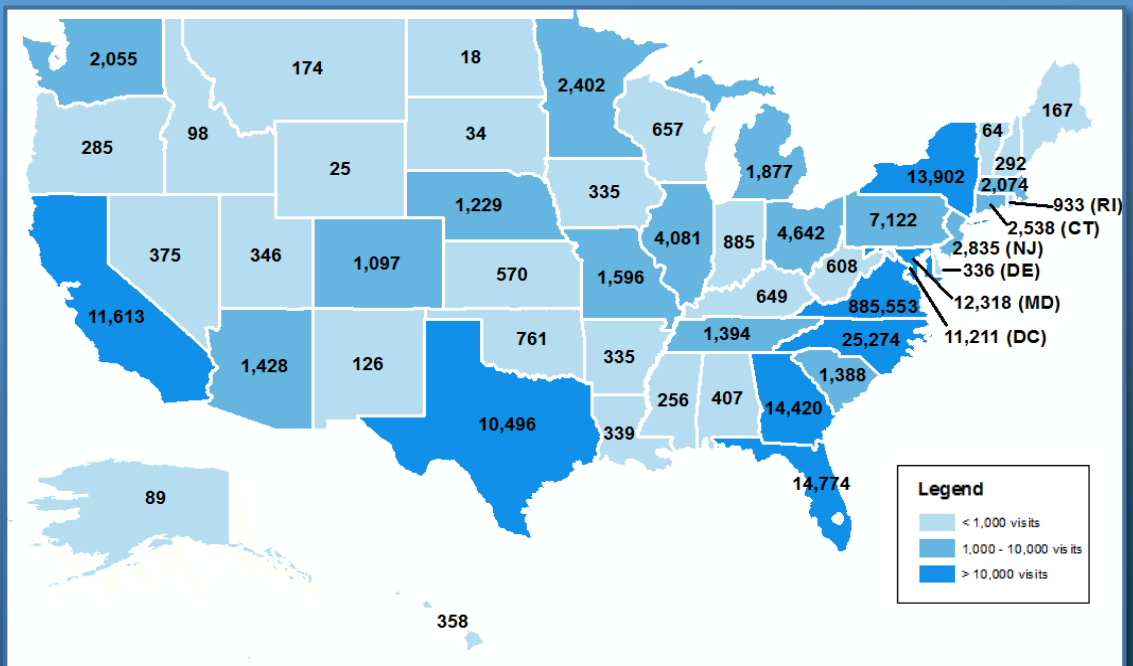
1.	India (9,614)
2.	Philippines (686)
3.	Pakistan (653)
4.	Canada (572)
5.	Germany (343)
6.	United Kingdom (307)
7.	China (287)
8.	Japan (250)
9.	Italy (159)
10.	Bahrain (143)

Pages Served: 3,581,892

This is the number of pages generated by the server to respond to a user request such as a search by address, account number, etc.



Visits by State



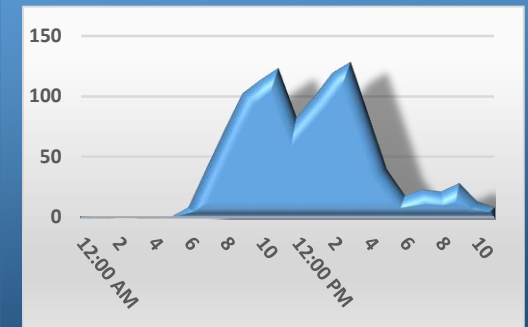
Visits by City

The top 20 visits by city from inside the United States.

1.	Norfolk - 416,253	11.	Atlanta - 9,337
2.	Virginia Beach - 218,575	12.	Raleigh - 5,763
3.	Chesapeake - 117,561	13.	Williamsburg - 4,657
4.	Richmond - 26,478	14.	Charlotte - 4,651
5.	Suffolk - 19,390	15.	San Francisco - 3,129
6.	Hampton - 16,323	16.	Winston-Salem - 2,803
7.	Portsmouth - 14,330	17.	Wilson - 2,712
8.	Newport News - 13,558	18.	Irvine - 2,525
9.	D.C. - 11,251	19.	Arlington - 2,335
10.	New York - 10,687	20.	Alexandria - 1,905

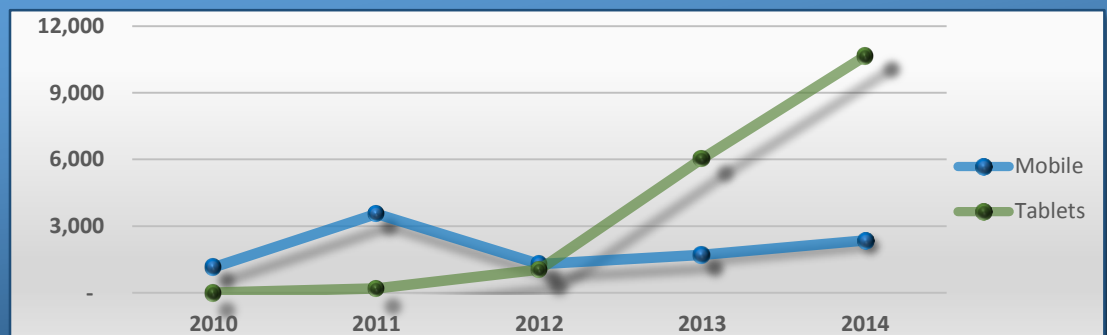
Time of Day

Heavy usage is between 9 AM and 11 AM, then between 1 PM and 3 PM.



Devices Used

Although desktop computers are most commonly used, there has been a dramatic increase in the use of tablets.



Behind the INFO Button



Each weekday almost 830,000 records are created to support this section of the application.

There are over 20 different databases that store the data, and over 225 different fields are displayed.

Below shows the ranking of where users most commonly select.

<input checked="" type="checkbox"/> Real Estate	1
<input checked="" type="checkbox"/> Schools	6
<input checked="" type="checkbox"/> Municipal Services	8
<input checked="" type="checkbox"/> Planning	2
<input checked="" type="checkbox"/> Public Safety	5
<input checked="" type="checkbox"/> Civic	7
<input checked="" type="checkbox"/> Code Enforcement Cases	4
<input checked="" type="checkbox"/> Building Permits	3
<input checked="" type="checkbox"/> Building Plan Review	10
<input checked="" type="checkbox"/> Legend	9

Web Browsers Used

